

Request for Quotes
for support of the
USITC LAN Replacement and EAMS
Project



I. Introduction

A. Agency Background

The United States International Trade Commission (USITC) is an independent, quasi-judicial agency of the U.S. Government. Its mission is twofold: administer U.S. trade remedy laws in a fair and objective manner; and provide the President, the United States Trade Representative, and the Congress with independent, quality advice and information on matters of international trade and competitiveness. In so doing, the Commission contributes to the development and implementation of sound and informed U.S. trade policy.

The agency is located at a single site in Southwest Washington, DC, in leased space in a 12-year-old commercial building. The agency has about 425-450 PC workstations on the current Banyan VINES network. The agency does not maintain national security information on the LAN, but does maintain a large amount of confidential business information (CBI.)

B. General Scope

The USITC is seeking a Contractor to perform requirements gathering, cost/benefit analysis, benchmarking, and verification support for a project which is intended to improve agency-wide efficiency by replacing or upgrading the current computer local-area network servers, software, and maintenance. The USITC plans to complete this project in two phases; Phase I consists of gathering and documenting the needs of USITC's various organizations, performing a cost/benefit analysis, and assist in the development of the Statement of Work (SOW) that will form the basis for the production phase of the project (design and the actual LAN upgrade implementation). The second phase of the requirements phase, Phase II consists of verification of the work of the Production Contractor who will upgrade and manage the ITC-Net.

C. Nomenclature

The Contractor that is awarded a delivery order will be hereafter known as the "Requirements" Contractor.

A second requirement of this project, the execution of the upgrade and maintenance of its LAN infrastructure, will be hereafter known as the "Production" requirement'

The contractor awarded an order to perform the "Production" requirement will be hereafter known as the "Production" Contractor.

The LAN infrastructure of the USITC will be hereafter known as the ITC-Net.

The system which will assist in managing external access to the web based services offered by the USITC will be hereafter known as the Extranet Access Management Systems, or EAMS.

Service Level Agreements, which detail the performance levels and metrics to be used to measure the effectiveness of the Production Contractor performance, will be referred to as SLA's.

USITC Information Technology investment review (IR) is conducted by the Information Resource Management Steering Committee, which will be referred to as the IRM/SC.

II. Existing ITC-Net and Extranet Components and Configuration

The ITC-Net is a former token-ring network which has been adapted for use with 10Mbps Ethernet connected to each port by RJ45 twisted pair adapters. The core of the network is operated at 100 Mbps, with Cisco switches connecting the core to the individual workstations at 10Mbps. Approximately 425-450 user desktop systems share this network. The attached PCs run predominantly Windows 98, with a small remainder of Windows 95 and Windows NT. File and print services are provided by intel based servers running the Banyan "Vines" OS, which requires each client PC to "log on" as a valid user prior to providing services. The primary office suite is Corel Wordperfect suite 8, with some users making use of later versions, as well over 100 users using versions of Microsoft office. Email is implemented using Banyan Intelligent Messaging, using "Beyond Mail" client software; calendaring is performed through Ontime; spreadsheets are handled primarily by Lotus123 and forms are filled using Jetform. Web browsing is done using both Netscape Communicator and Internet Explorer. Several additional software packages, such as Adobe Acrobat are used as needed for compatibility with documents from external sources.

The servers on the ITC-Net which provide file, print, and email services consist of 7 boxes, 3 with Pentium II Xeon 400Mhz processors, and 4 with 200 Mhz Pentium-Pro processors. All these servers have 128MB of RAM. Five of the servers have 45GB RAID arrays with 36GB of useful storage. Two of the 200Mhz servers have 8GB of useful storage. All of these servers provide file and print services through "street talk". Five of them run Banyan Vines in native mode (with AT&T SV UNIX). Two of them run with the MS WNT4.0 operating system. Five of the servers run Banyan Intelligent Messaging for email - four provide services to users, and one acts as an internet gateway. Backup of these servers is currently done using Legato network backup software with a DAT tape Jukebox.

The core of the ITC-Net, which runs at 100Mbps currently, utilizes a pair of Cisco 5000 Series 10/100 Mbps switches. A switching closet on each of the five floors of the building occupied by the USITC contains switches which connect between the core of the network, and the 10 Mbps circuits used by each PC. These switching closets utilize a mix of Cisco 1900 and 2900 boxes, with between 2 and 8 switches per floor. Several of the Cisco 1900 switches will be replaced prior to completion of this solicitation with two Cisco model 3548 switches.

Currently the USITC internal LAN is separated from the external network by a firewall using Symantec Enterprise Firewall (formerly Axent's Raptor NT firewall version 6.02).

The clients of the ITC-Net are made up of The Commissioners of the ITC, of which there are six, and their administrative staffs, followed by a series of Offices as follows:

Office of the Secretary

Office of the General Counsel

Office of Inspector General

Office of Industries

Office of Unfair Import Investigations

Office of the Administrative Law Judges

Office of External Relations (which contains)

Trade Remedy Assistance Office

Office of Equal Employment Opportunity

Office of Operations (which contains)

Office of Economics

Office of Information Services

Office of Investigations

Office of Tariff Affairs and Trade Agreements

Office of Administration (which contains)

Office of Facilities Management

Office of Finance

Office of Personnel

Office of Publishing

The ITC-Net project will not supply all of the applications software needed by all of these organizations, however it will supply the basic infrastructure and office productivity solutions which are in general use. Each of the organizations within the USITC has differing needs for response times, hours of support, remote access, and compatibility.

Support for the Banyan servers, and the USITC help desk, are currently provided by personnel from :

Dorset Professional Services

125 Commons Court

Chadds Ford, PA 19317

and

TWD & Assoc. Inc.

5201 Leesburg Pike, Suite 510

Falls Church , VA 22041-5203

III. Acquisition Approach for ITC-Net Replacement

The USITC intends to acquire services from the Requirements Contractor, in two phases. In Phase I of the Requirements phase, the Requirements Contractor shall perform requirements gathering, develop a requirements statement, seek sources, perform a cost/benefit analysis, benchmarking, development of the Statement of Work (SOW) for the production contract. In Phase II of the Requirements, the Requirements Contractor shall provide all necessary services to verify the work of the Production Contractor who will upgrade and manage the ITC-Net. In preparing for the Production contract, the USITC intends to construct, with the assistance of the Requirements Contractor under Requirements

Phase I, Service Level Agreements (SLAs) or a similar mechanism which implements performance metrics to determine suitability of service by the Production Contractor under the production portion of the project.

The requirements and the resulting SOW for the production stage of the project should be constructed to minimize USITC risk. It should incorporate results-based elements to the extent that these encourage added value from the Contractor that benefits the USITC.

IV. Major Objectives of the ITC-Net Replacement Project

The objectives of this project, at a high level, is driven by the USITC's FY2001-2003 IRM Strategic Plan goals (See appendix A). This project is responsible for improvement and operation of infrastructure components which will contribute to the Enterprise IT Architecture of the USITC.

In summary, the goals for this project are to provide basic desktop services meeting a defined level of good-quality service and with support for mobility and good security for sensitive business information.

V. Processes for the ITC-Net Replacement Project

The USITC has an IT Investment Review process that is used to assure that investment proposals meet Federal and agency policy guidelines, are evaluated for return on investment, and incorporate project performance metrics. A portion of the work that is done by the Requirements contract will be used by the ITC-Net project in preparing a project plan document based on OMB circular A-11 exhibit 300 in order to facilitate full funding approval.

The USITC is implementing a standard system development life-cycle (SDLC) methodology. The ITC-Net project will employ this methodology to the extent feasible. A summary of this methodology is shown in Appendix B. During the performance of the Requirements order, SDLC documentation will be prepared by USITC personnel based upon data collected by the Requirements Contractor. During the Production order, SDLC documentation based upon either the USITC standard or a suitable contractor standard will be produced by the Production Contractor. This should be reflected in the requirements produced by the Requirements Contractor.

VI. Delivery Order Incentive Fee

Successfully completing Phase/Deliverables per agreed upon schedule constitutes achievement of target fee. The Requirements Contractor may earn an incentive fee of up to 5 % for each of the specified deliverable, should they successfully complete the Phase/Deliverables earlier than the agreed upon delivery schedule.

VII. Description of Services

The USITC requires facilitation support for requirements gathering and related services for the USITC through planning, acquisition and implementation of the ITC-Net Replacement System. The Requirements portion will be separated into two major phases: Requirements Phase I will comprise all support required through award of a Production order. Requirements Phase II (which is optional) will consist of support for Independent Validation and Verification of system integration, acceptance and full implementation.

The USITC requires that all or most of the Requirements work be performed on-site. The USITC requires the period of performance for the base requirement (Requirements Phase I) to be completed by May 20, 2002.

A. Requirements Phase I

1. Project Initiation Activities - Familiarize Requirements contractor Initial Project Team (IPT) with USITC; validate Requirements Contractor roles and responsibilities; present initial project briefing.

2. Construct a Performance Baseline -- The Requirements Contractor shall construct a performance baseline for the current ITC-Net system as well as its support infrastructure, and develop of service level agreements in major areas of ITC-Net functionality (e.g., system availability; Help Desk response time; system response time; system security; operating costs, etc.). This should be reflected in the requirements produced by the Requirements Contractor.

3. Development of ITC-net Service-level Agreement(s)-- In support of this requirement, the Requirements contractor shall:

- a. Measure and document preliminary ITC-Net Performance baseline and configuration data.
- b. Facilitate workshops and interviews with knowledgeable representatives of each functional area of the USITC to develop and document stakeholder agreement on SLA's
- c. Evaluate the SLA's to determine those which are cost justified, and document the justification
- d. Develop and validate Performance Metrics which must be gathered to insure that service levels meet or exceed SLA's.

4. Development of Requirements for an EAMS -- The USITC requires an EAMS to provide a centralized point of user authentication for both internal and external users of USITC applications systems. This EAMS must provide: a single sign-on for access to USITC applications; the ability to define groups of users who share access to specific data and applications; the ability to enable unimpeded access to systems providing public services; the ability to assign administrative authority for selected applications to separate administrators. The Requirements contractor shall gather and document the requirements for an EAMS, as well as develop a cost/benefit analysis in support of this requirement.

5. Define Requirements for Desktop Software Upgrades -- The Requirements Contractor shall review and inventory current USITC desktop OS and office productivity tools, then define requirements and estimate costs, and document economic or other justification for upgrades to more recent software.

6. Define Requirements for Mobile Access -- The Requirements Contractor shall review current and proposed USITC applications, survey available technologies for providing remote/mobile access, then define requirements and estimate costs, and document economic or other justification for implementing the recommended access methods.

7. ITC-Net Replacement Investment Review -- The Requirements Contractor shall deliver a Project Proposal and Evaluation (PPE) document. This deliverable is to prepare for IRM/SC approval for

issuance of an RFP/RFQ for the Production order. IRM/SC review is based on an IT Investment Proposal, the PPE document. The Proposal format is shown in appendix C.

8. Support for IRM/SC Review -- The Requirements Contractor shall provide the necessary services to support the USITC Project Team during IRM/SC review by performing a senior-management presentation of the project to include at a minimum a slide show and response to questions raised.

9. Deliverables for the Production Requirements.-- The Requirements Contractor shall provide, at a minimum: a complete statement of system functional and performance requirements incorporated into a Statement of Work (SOW); evaluation criteria and plan; market survey; and developed Government cost estimate. These elements will be included by the USITC in a Requirements Definition Document (RDD), and must be suitable for the Production Contractor to use in the Production contract as a basis for developing configuration control, support of system acceptance testing, and requirements traceability in accordance with an SDLC.

10. Provide Status Reporting. -- The Requirements Contractor shall participate in regular weekly status and project planning meetings with the USITC Project Team (including USITC Project Manager.) The Requirements Contractor shall provide a weekly written summary of new developments/issues affecting the project and any proposals to change project plans.

B. Requirements Phase II (OPTIONAL)

The Requirements Phase II is optional. The USITC reserves the right to require the Requirements Contractor to continue to perform services for the Requirements Phase II under this order. Exercising this option by the Contracting Officer is contingent upon the USITC awarding an order for the Production portion of the project. The Contracting Officer may exercise this option by issuance of a unilateral modification to the delivery order.

Major deliverables/milestones of Requirements Phase II are:

1. Validation -- Validation of system requirements against Production Contractor project plan.

2. Implementation Pilot.--Test operation of the ITC-Net subsystems on a small group of USITC staff; provide reports of system, training, or other issues that arise in the pilot and develop a list of

recommended actions or adjustment to overall planning.

3. Acceptance Testing. -- The Requirements Contractor shall provide the required services for acceptance testing of the following: server hardware/software; installation; integration with USITC environment; and configuration. This shall include execution of an Acceptance Test Plan based upon the Requirements Definition Document. The test plan itself will be a deliverable for the production contractor. Formal acceptance shall be granted by the Contracting Officer.

4. Independent Evaluation of System Security & Authorization to Process. - This action is required to satisfy Federal security policy for major unclassified general support systems. (A Security Plan which forms the basis for this evaluation is a deliverable for the production contractor.) The Requirements Contractor shall deliver an assessment of threats, security controls and residual risk for ITC-Net Replacement system. The ITC-Net system owner will rely on this report as a basis for authorizing processing on the system.

5. Project Status Reporting. - Requirements Contractor shall meet weekly to review project status with USITC Internal Project Team, and prepare a weekly status report.

C. Other Requirements

1. Key Personnel. - The Requirements Contractor shall provide a list of key personnel who are considered essential to the work being performed under this order. Before removing, replacing, or diverting any of the listed or specified personnel, the Requirements Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this order.

The list of personnel may, with the consent of the contracting parties, be amended from time to time during the course of the contract to add or delete personnel.

2. Security Requirements - The Requirements Contractor shall comply with the terms and conditions contained in the attached Non-Public Information Non-Disclosure Agreement. All Requirements Contractor personnel (each individual) assigned to the project must complete this agreement before starting work on the project.

3. Period of Performance - The Requirements Phase I of this order will complete on or about May 20, 2002. The second Phase will continue for one year following that date.

VIII. Contents of Quotations

Offerors must provide the following information in response to this RFQ:

Length. Unless otherwise specified, effort should be made to keep offers as brief as possible, concentrating on substantive material. Few offers need exceed 15-20 pages. Necessary detailed information, such as reprints, should be included as attachments. A complete set of attachments is necessary for each copy of the offers. As offers are not returned, avoid use of "one-of-a-kind" attachments.

1. Incentive Fee Plan

The offeror may provide an incentive plan for the Government to evaluate and incorporate into the delivery order. This plan should include a target cost, a target profit, a target price (target cost plus target profit), a ceiling price, and a proposed profit adjustment (incentive fee %).

2. Hours, prices, labor category, and proposed target date for completion and schedule of payments

Phase I

Phase/ Deliverable	Proposed Hours (or other unit)	Proposed Labor Category	Total Price (Hours x Rate)	Proposed Target Date for Completion	Proposed Payment Schedule
I.1. Project initiation activities					
I.2. SLA's					

I. 3. EAMS
I. 4. Desktop Software
I. 5. Mobile Access
I. 6. Investment Review
I. 7. Production Requirements
I. 8. Status reports

Total Phase I

Notes:

Include all costs, including non-labor costs. Unless otherwise indicated, payment will be made after Government acceptance of each milestone deliverable. Payment for "Status Report" milestone will be pro-rated over total number of reports, and paid monthly based on monthly deliverables.

Phase II - Optional

The offeror should document any assumptions made in proposing this second phase of the Requirements. If the USITC intends to exercise this option, any changes in the price of Requirements Phase II due to changes in the requirements originally assumed by the offeror will be negotiated and modified.

Phase/Deliverable	Proposed Hours (or other unit)	Proposed Labor Category	Total Price (Hours x Rate)	Proposed Target Date for Completion	Proposed Payment Schedule
II. 1. Requirements Validation					
II. 2. Pilot					
II. 3. Acceptance test					
II. 4. Independent Validation & Verification					
II.5 Status Reporting					
Total Phase II					

3. Approach and Performance Plan

Provide a description of the methods, techniques and actions to be utilized by the offeror for the tasks required to perform each deliverable described in the above tables.

4. Management Plan

The offeror shall provide a description of its overall Management Approach which demonstrates its understanding of both the technical management and the business management requirements of the delivery order. The narrative description shall include the offeror's approach(es) to management, the merits of those approaches, and the rationale for, and soundness of, those approaches. The description shall include: the offeror's technical and business management procedures proposed to be used to direct and control the work functions; work control and reporting procedures; control procedures for meeting task order schedules and delivery dates; and quality of services in an environment of changing task emphasis and fluctuating resources.

5. Key personnel

The offeror shall describe their proposed approach and rationale for providing 'Key Personnel' for supporting the delivery order. Key personnel are those whose expertise and functions are essential to the success of the project. Provide relevant background information including directly related education and experience; indicate the proposed role of each key personnel. The offeror shall also identify 'Other Than Key Personnel' who are considered by the offeror not to be 'Key' but important to the successful completion of the tasks specified in the SOW.

6. Government Furnished Equipment, Services, Facilities Etc.

Indicate specifically ALL resources that offeror assumes will be provided by the Government.

7. Disclosure Plan

Any offeror to this RFQ that wishes to reserve the right to submit an offer for any resulting production RFQ must provide a plan for disclosing all relevant material derived from the requirements gathering process under the Requirements Phase I, so that all offerors on any the Production RFQ are operating on a fair and equal basis. Acceptance of this plan and permission to submit an offer on any resulting Production RFQ for the ITC-Net will remain at the sole discretion of the USITC.

8. Past Performance

The offeror shall provide the customer names and contact information for at least two previous contracts of similar scope and size to this requirement.

9. Security Requirements

The contractor must comply with the terms and conditions contained in the attached Non-Public Information Non-Disclosure Agreement. All contractor personnel (each individual) assigned to the project must complete this agreement before starting work on the project.

10. Other Issues/conditions or Assumptions

Indicate any other critical conditions or assumptions on which the offer is based.

Identify and list separately all exceptions to any part of the Statement of Work in your written response to the RFQ. If you have no exceptions to the SOW, provide a statement indicating that "No Exceptions" have been taken to any part of the SOW as provided in your response to the RFQ.

VIII. Question and Answer Session

A Question and Answer session for interested parties under this RFQ will be held on Monday, March 25, 2002 at 10:00am in room 412-M (or a suitable alternate conference room) at USITC located at 500 E Street, SW, Washington, DC, 20436.

Responses are due back to the USITC by COB (4:30pm) on April 1, 2002, to the following address:

U.S. International Trade Commission

Office of Facilities, Room 414G

500 E Street, SW

Washington, DC 20436

X. Communications Regarding This RFQ

Any communications in reference to this solicitation shall cite the solicitation number and be directed to the following Government representative:

Deborah Kearns

U.S. International Trade Commission

Room 412A

500 E Street SW

Washington, DC 20436

fax: (202) 205-3194

QUESTIONS REGARDING THIS RFQ MUST BE PRESENTED IN WRITING and should be submitted to the above address by March 26, 2002, in order that answers may be obtained and disseminated in a timely manner, since it is not expected that the offer submission date can be extended. Oral questions are not desirable due to the possibility of misunderstanding or misinterpretation. Questions shall not be directed to the technical activity personnel.